

1 / 31

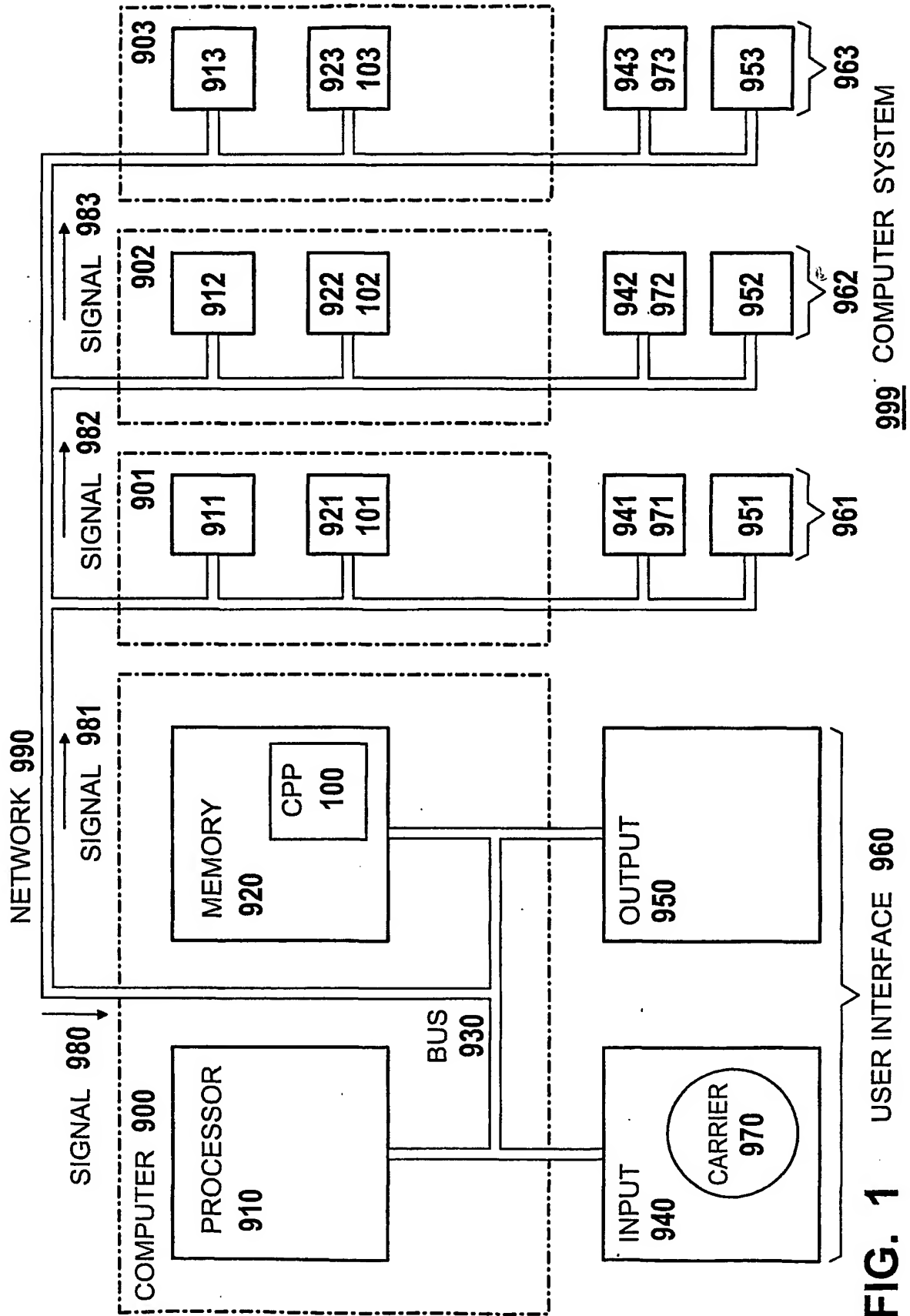


FIG. 1 USER INTERFACE 960

2 / 31

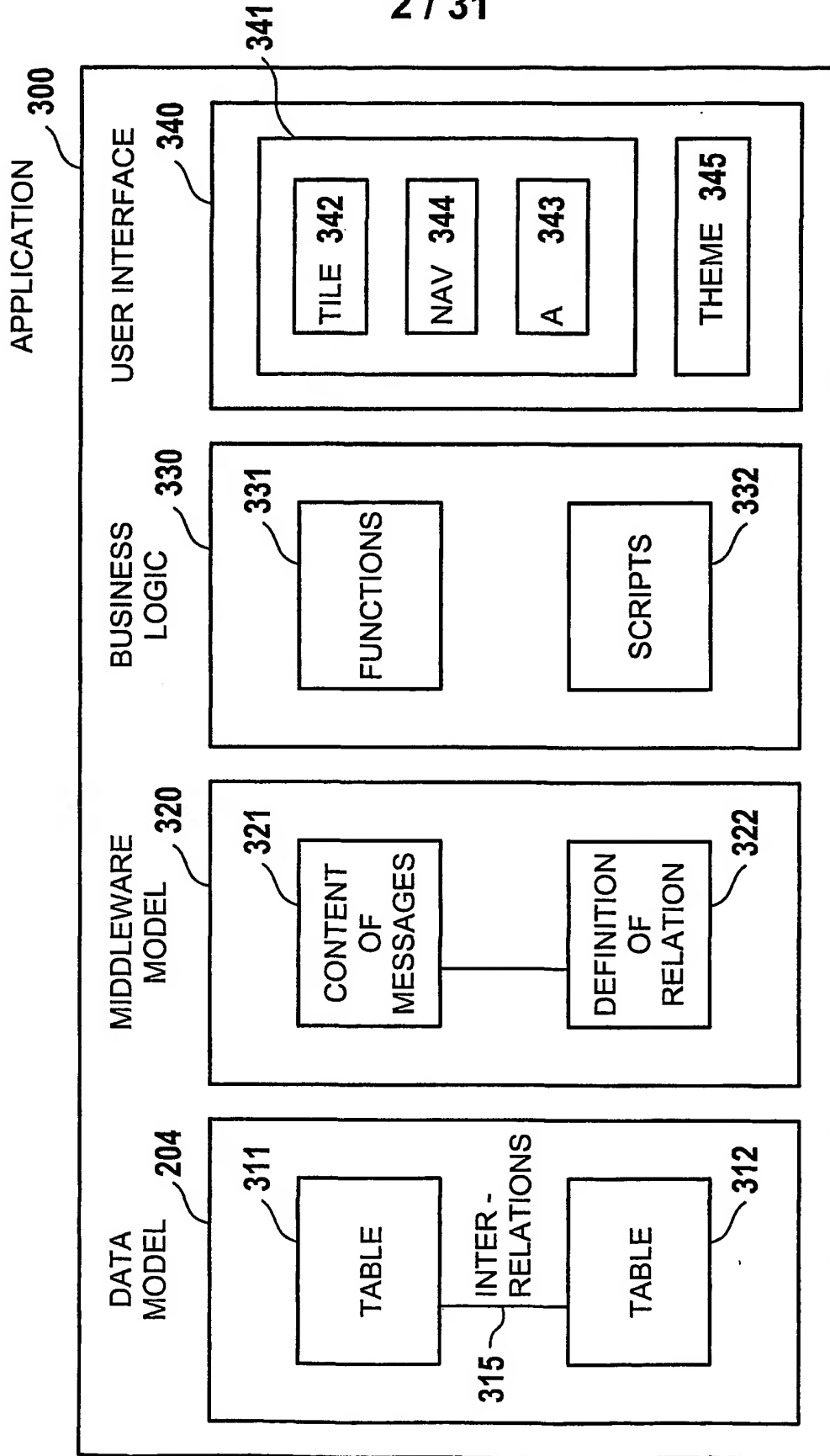
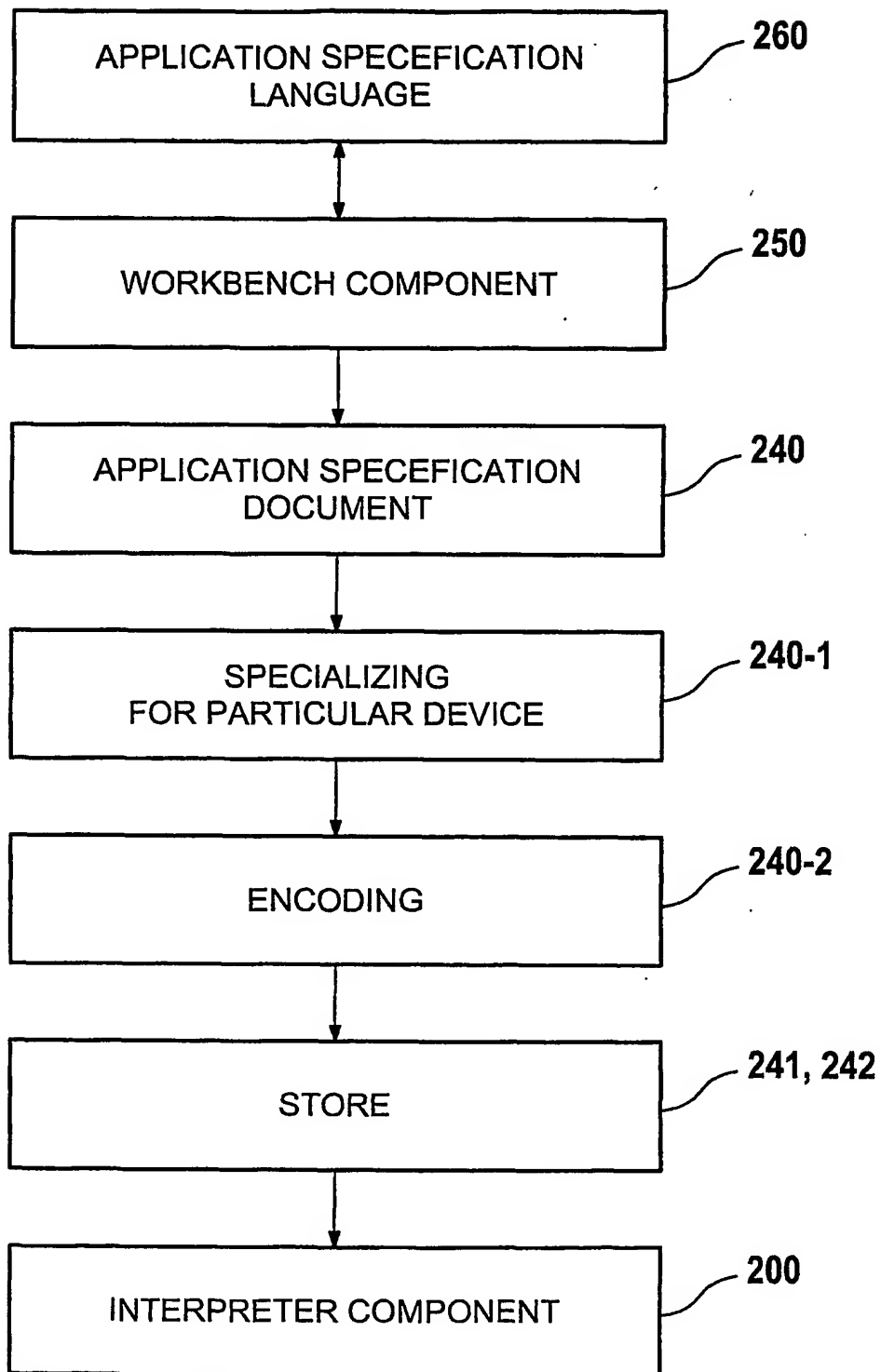
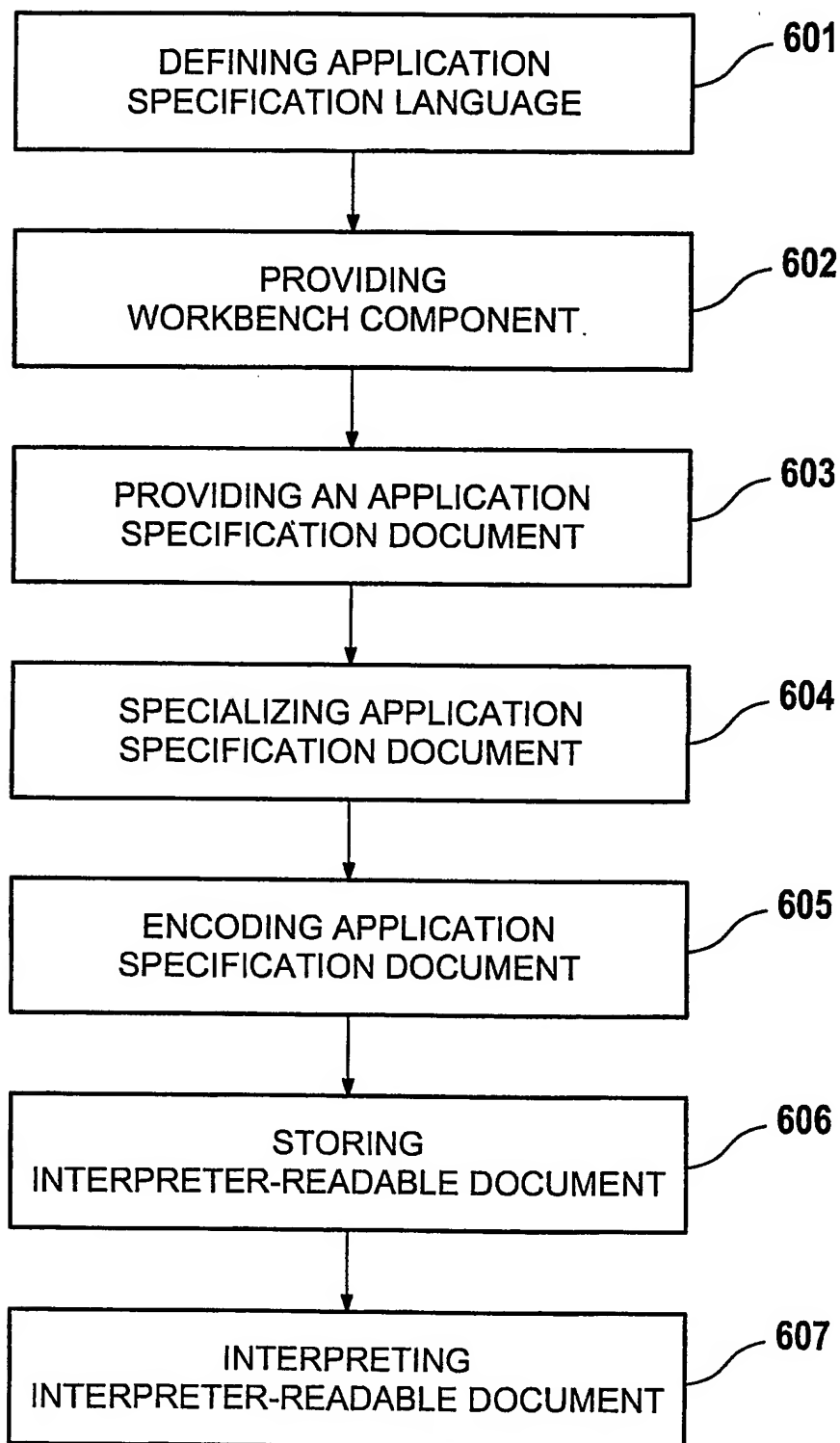


FIG. 2

3 / 31**FIG. 3**

4 / 31**FIG. 4****600**

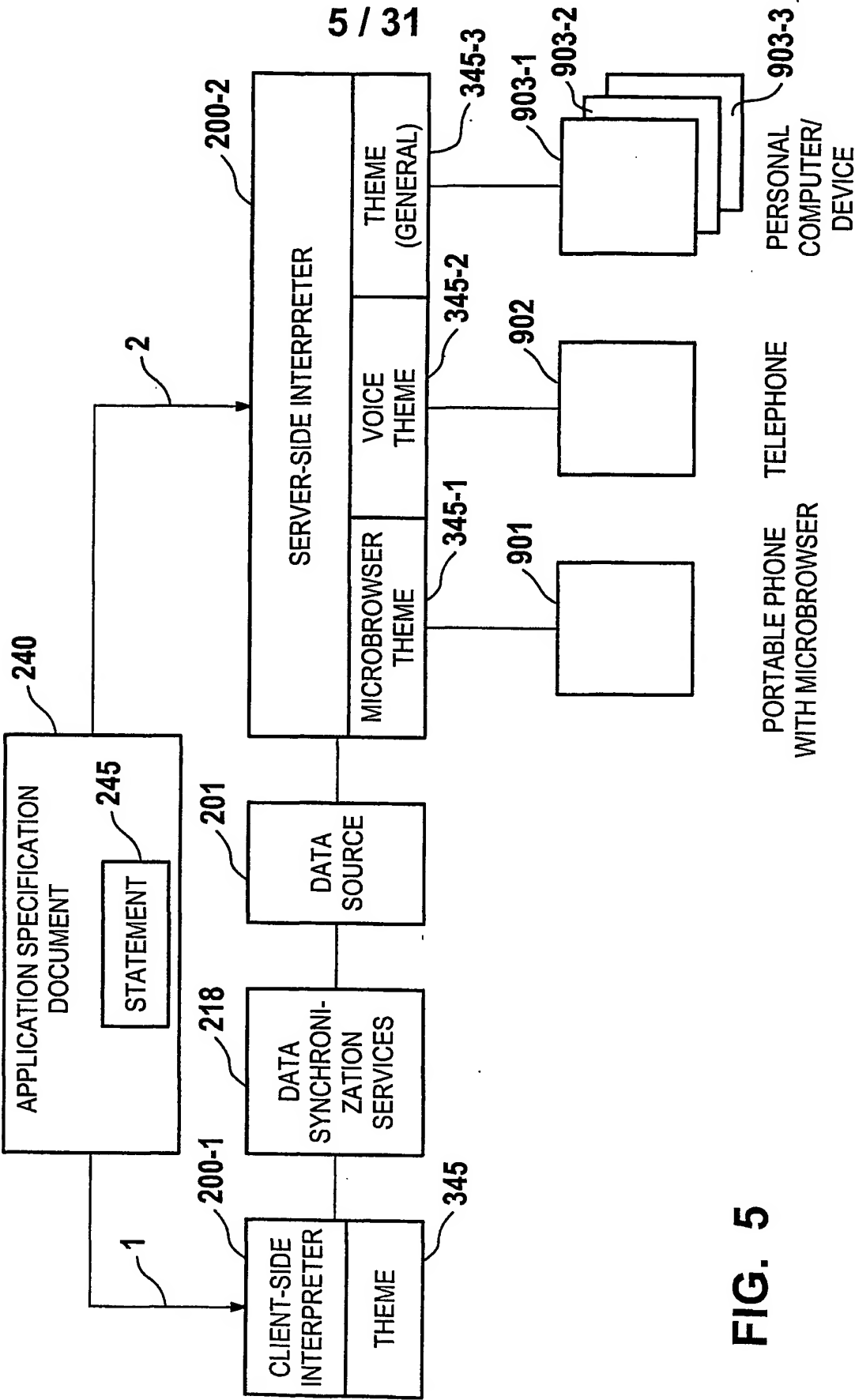


FIG. 5

6 / 31

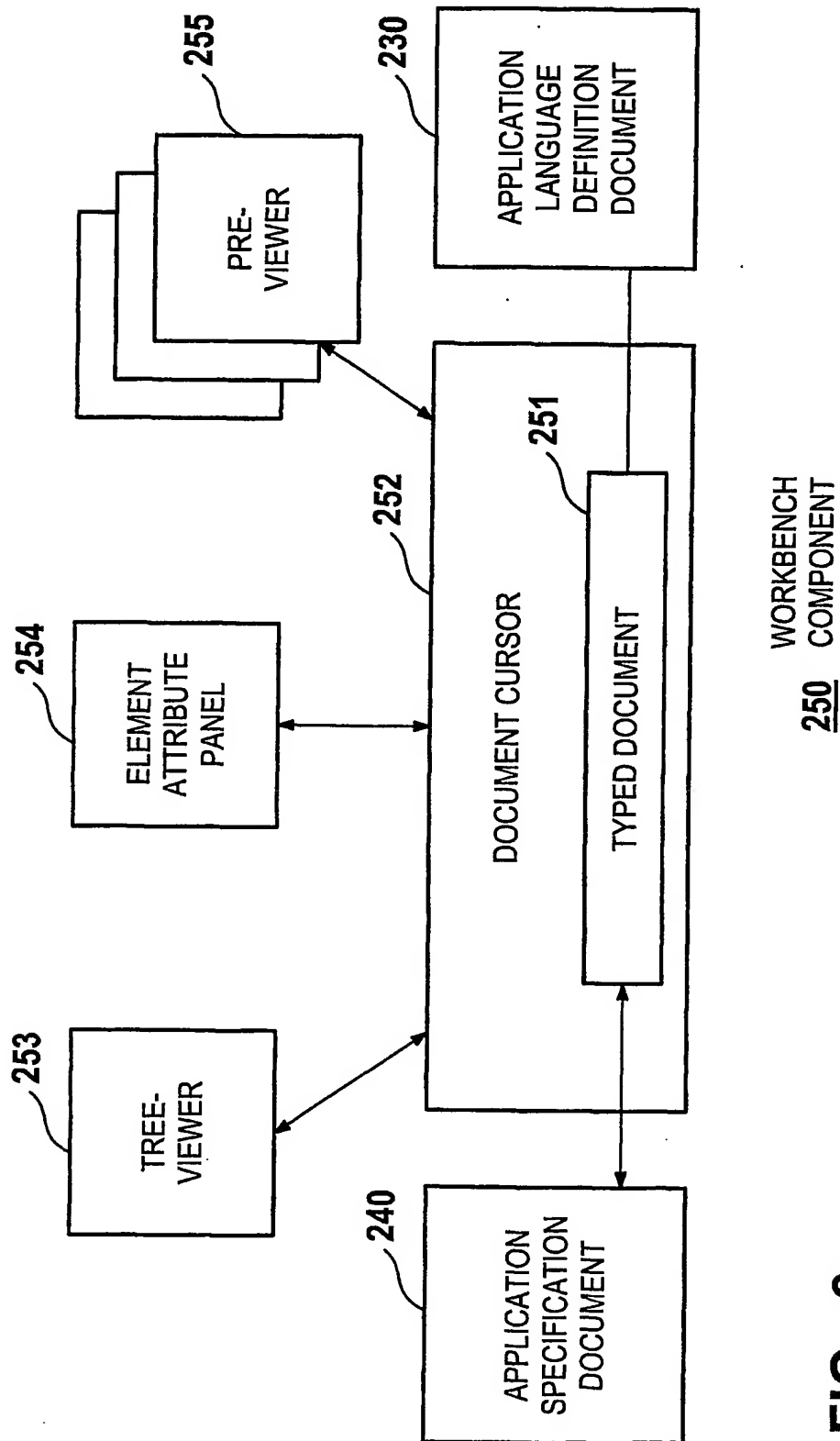


FIG. 6

7 / 31



FIG. 7

8 / 31

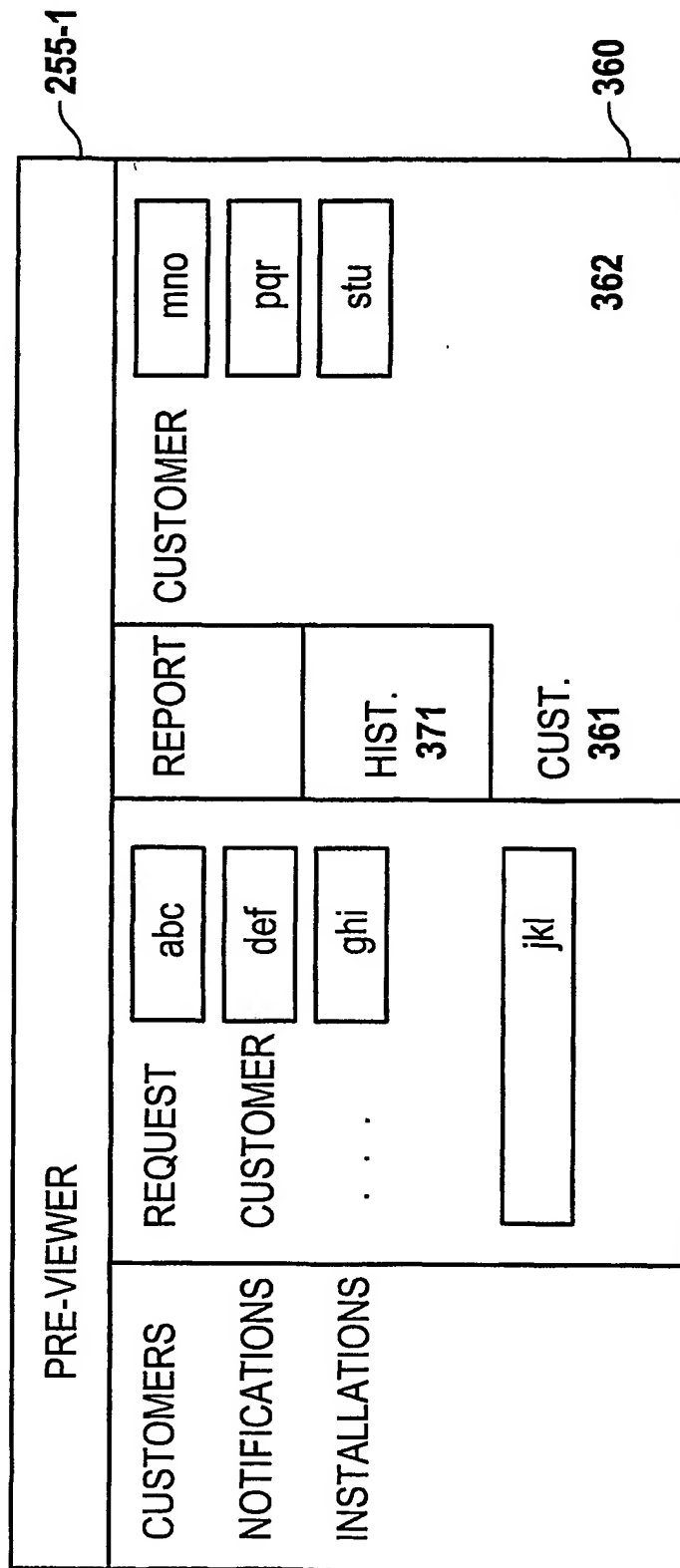


FIG. 8

9 / 31

PRE-VIEWER

GENERAL	CUST.	HIST.	REPORT
REQUEST	abc		
CUSTOMER	def		
...	ghi		
jkl			

255-2

FIG. 9

PRE-VIEWER

CUSTOMERS NOTIFICATIONS INSTALLATIONS	REQUEST		
	CUSTOMER		

255-3

FIG. 10

10 / 31

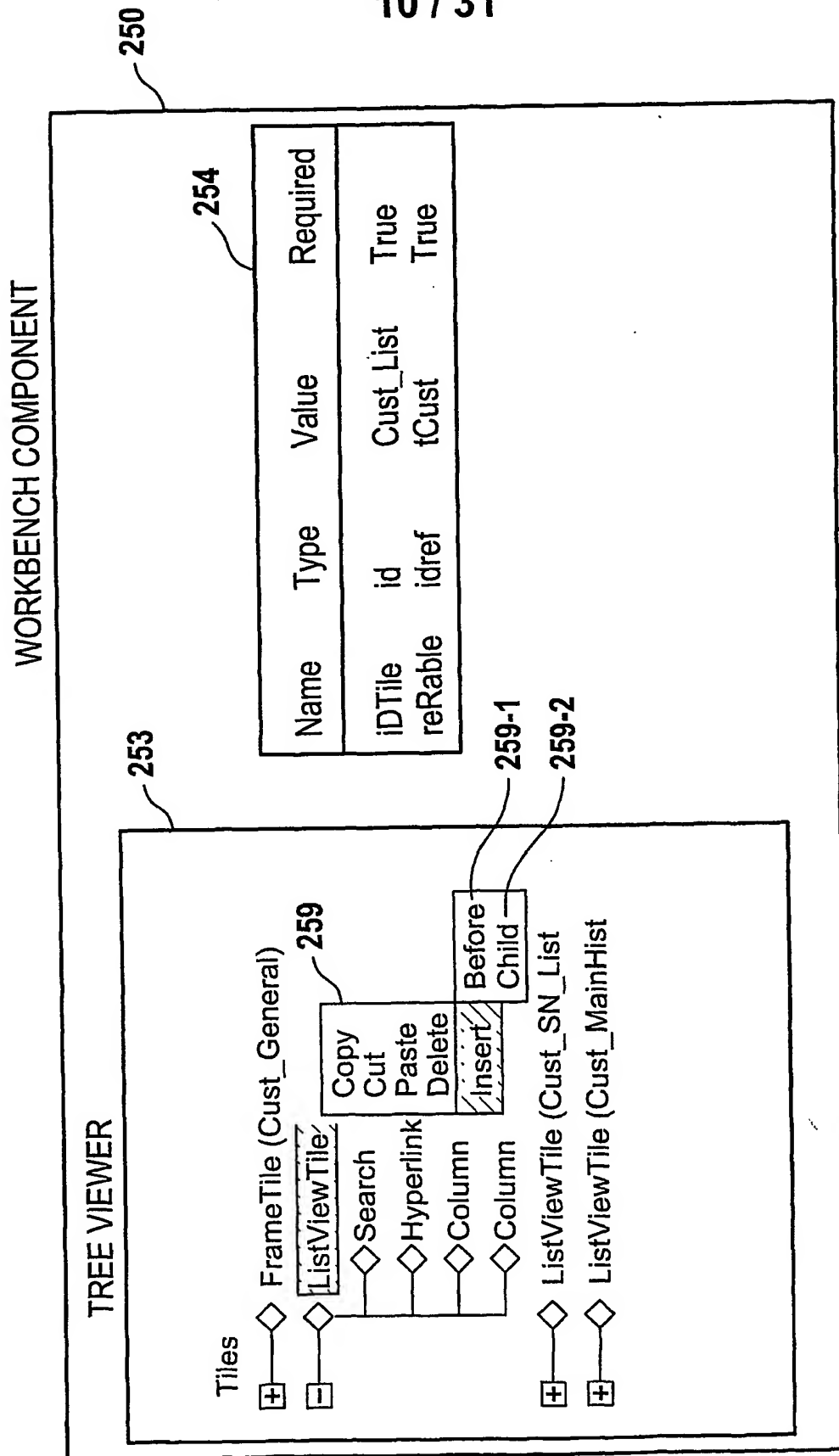


FIG. 11

11 / 31

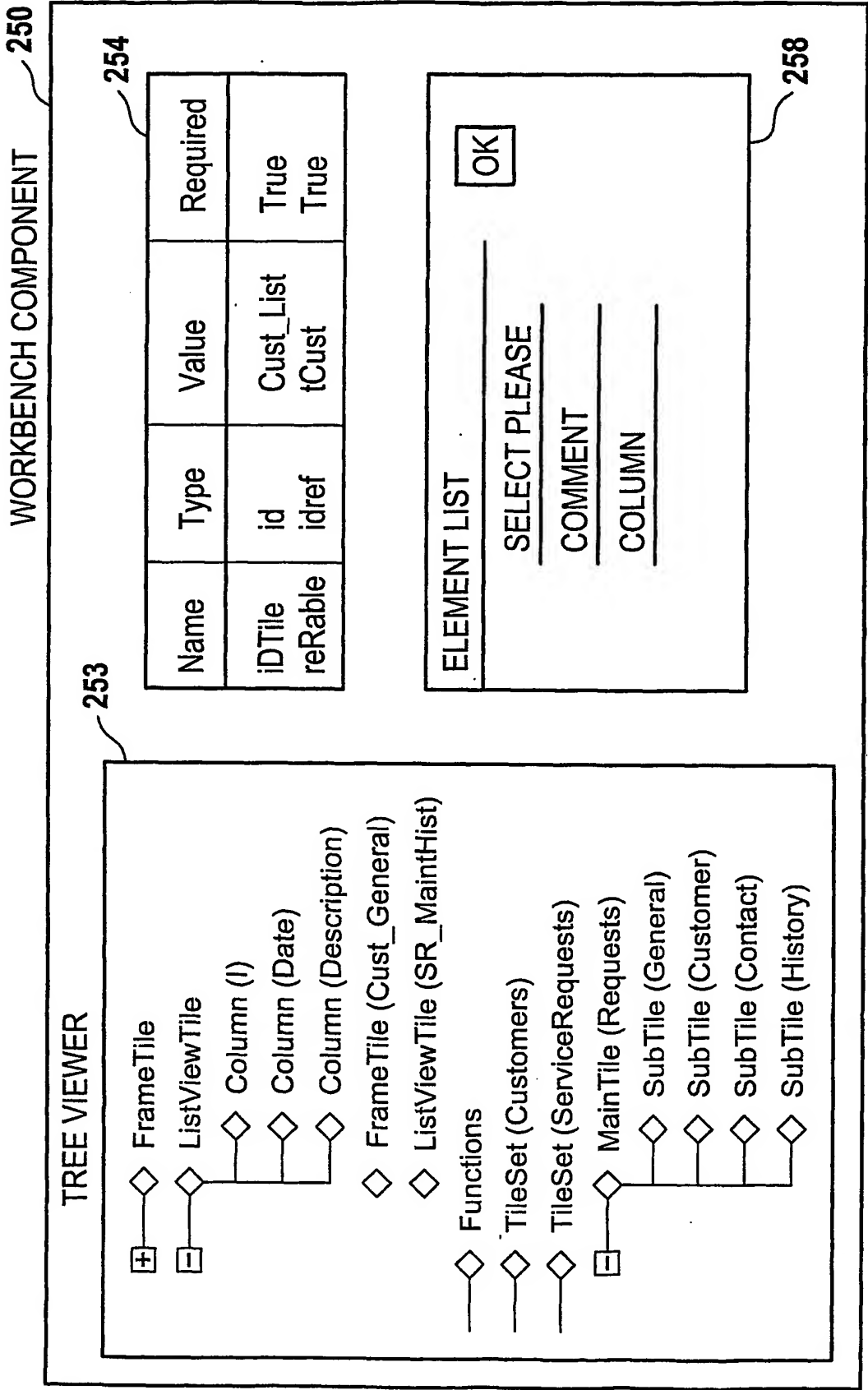


FIG. 12

12 / 31

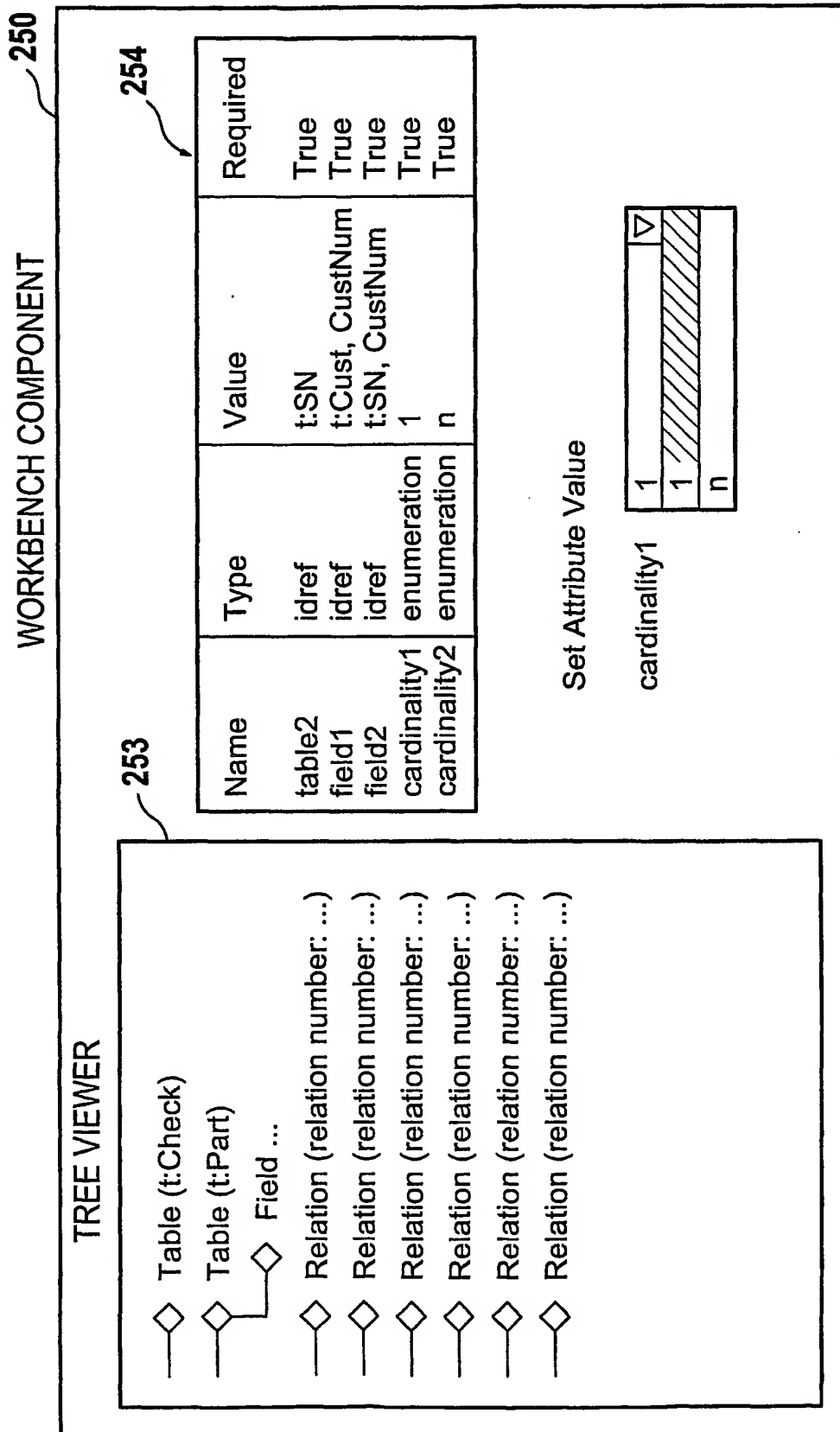


FIG. 13

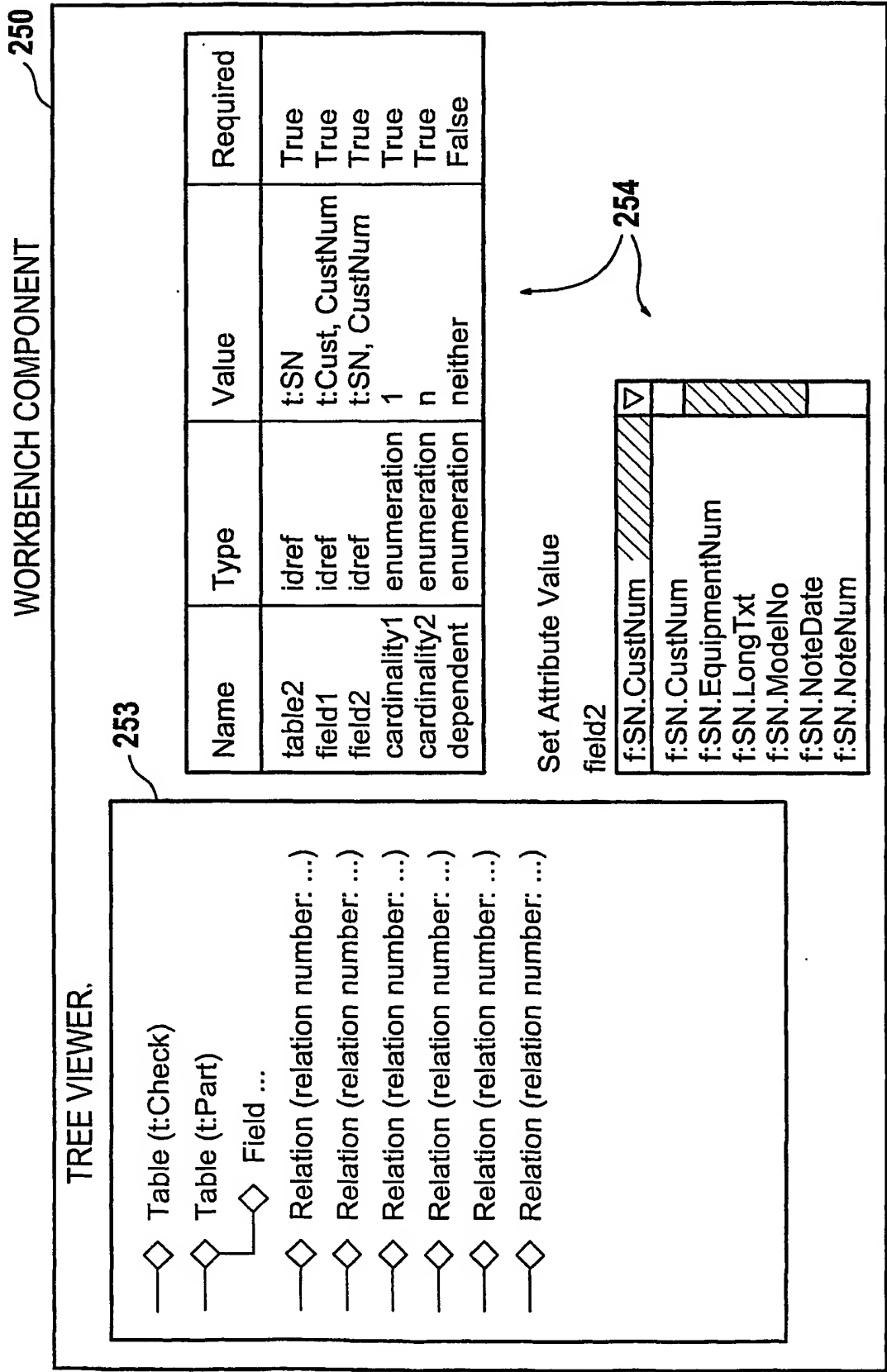


FIG. 14

14 / 31

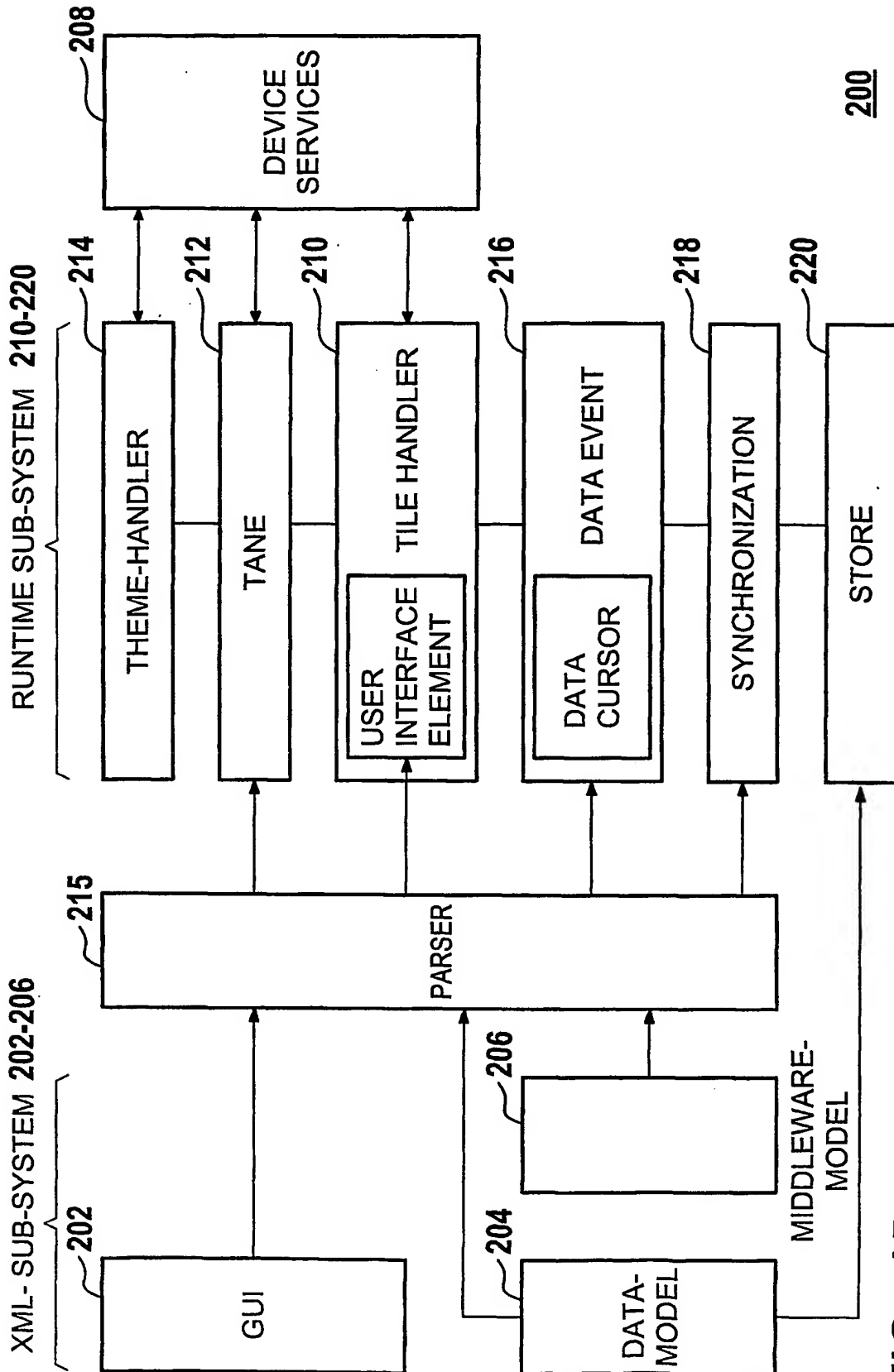


FIG. 15

15 / 31

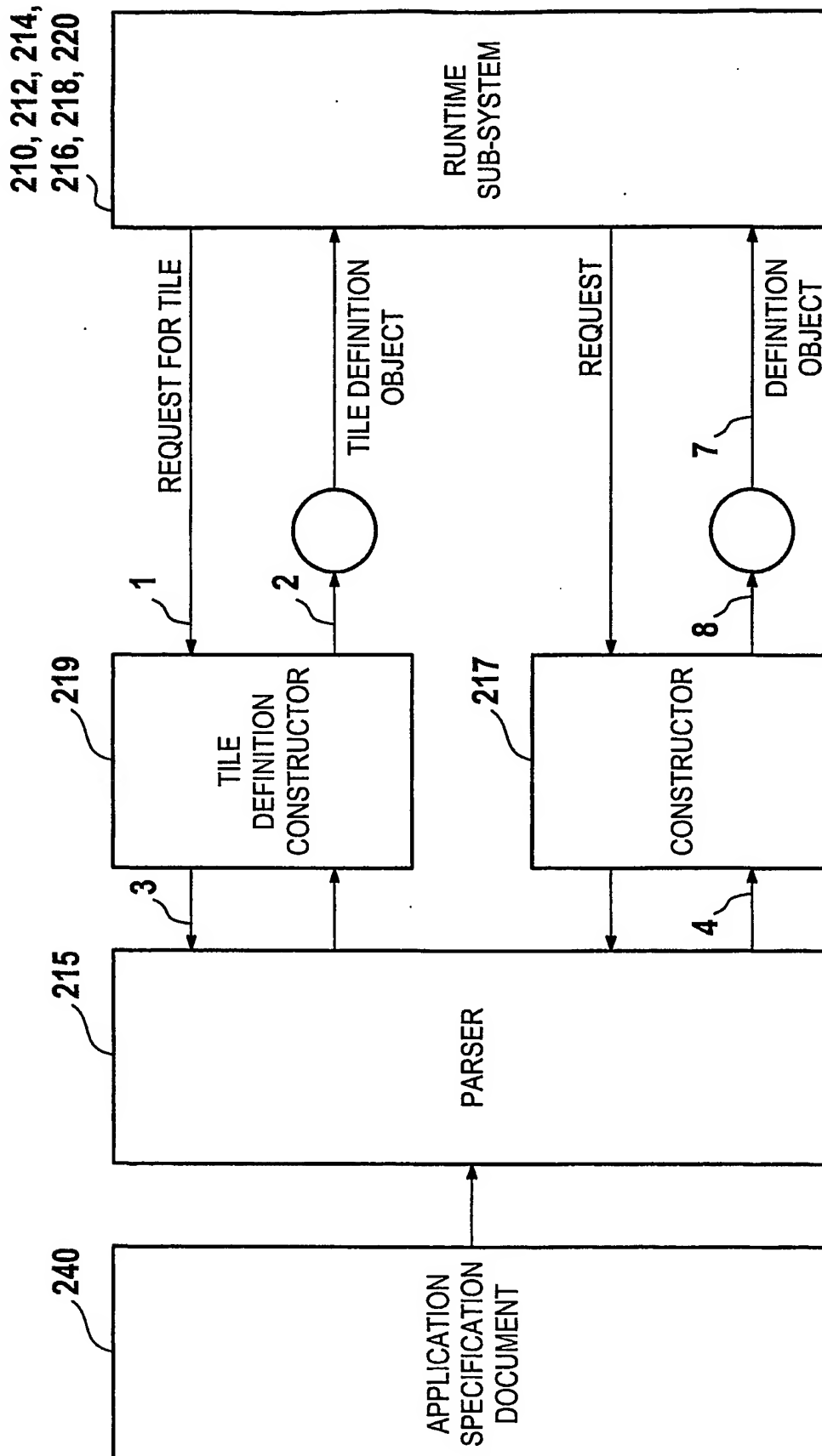


FIG. 16

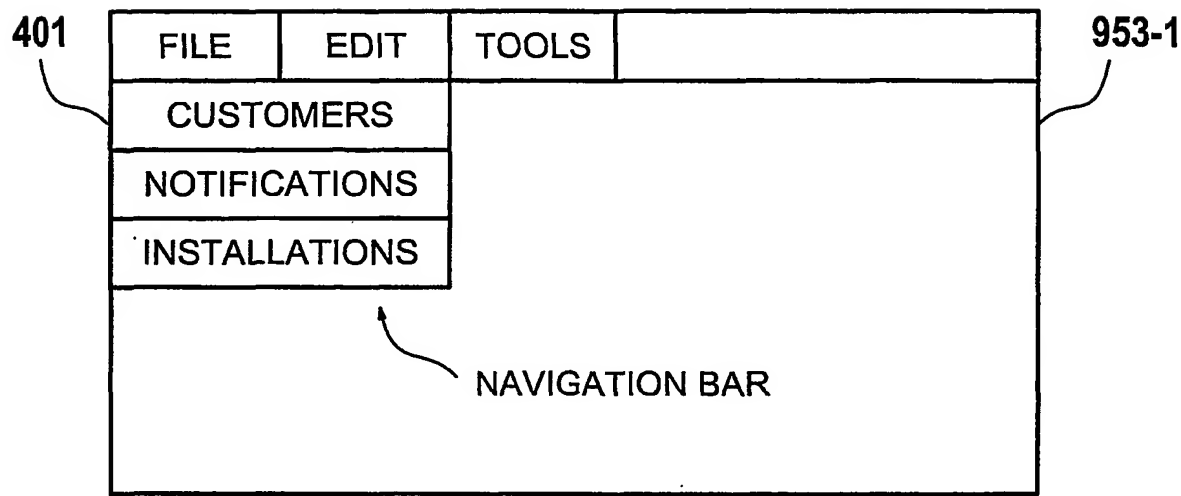


FIG. 17A

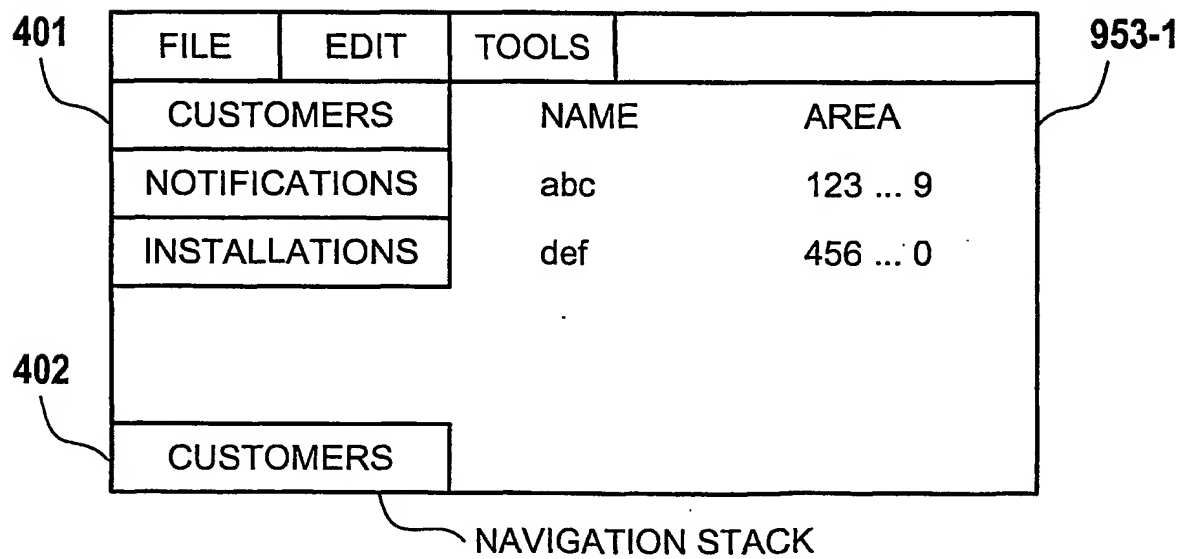


FIG. 17B

17 / 31

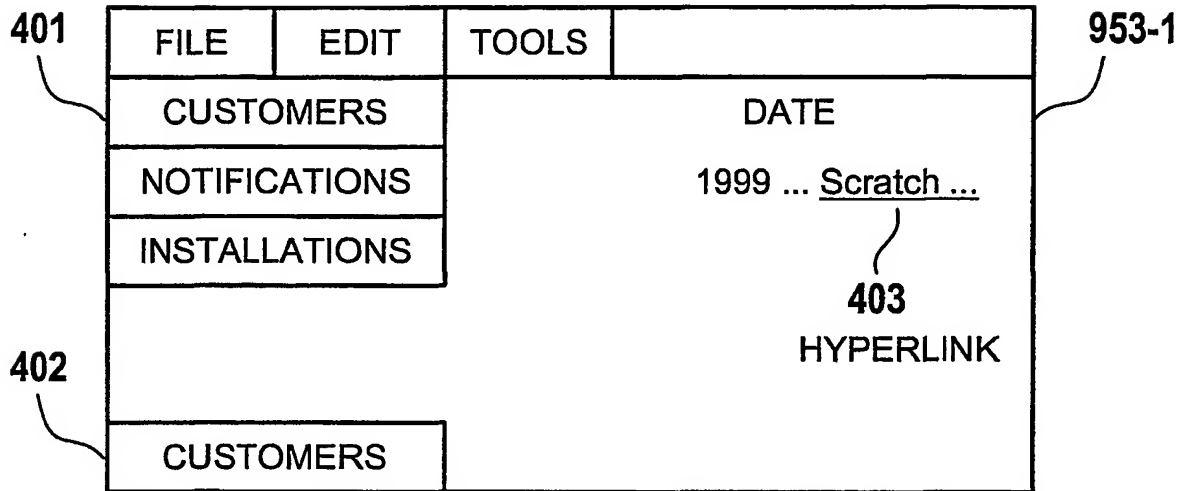


FIG. 17C

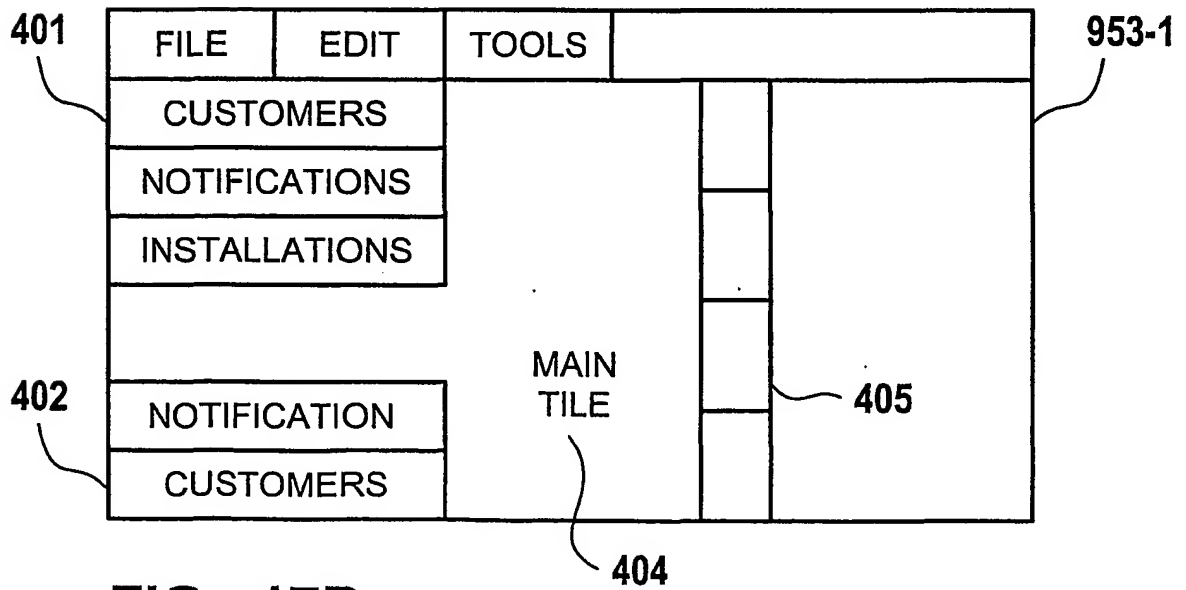


FIG. 17D

18 / 31

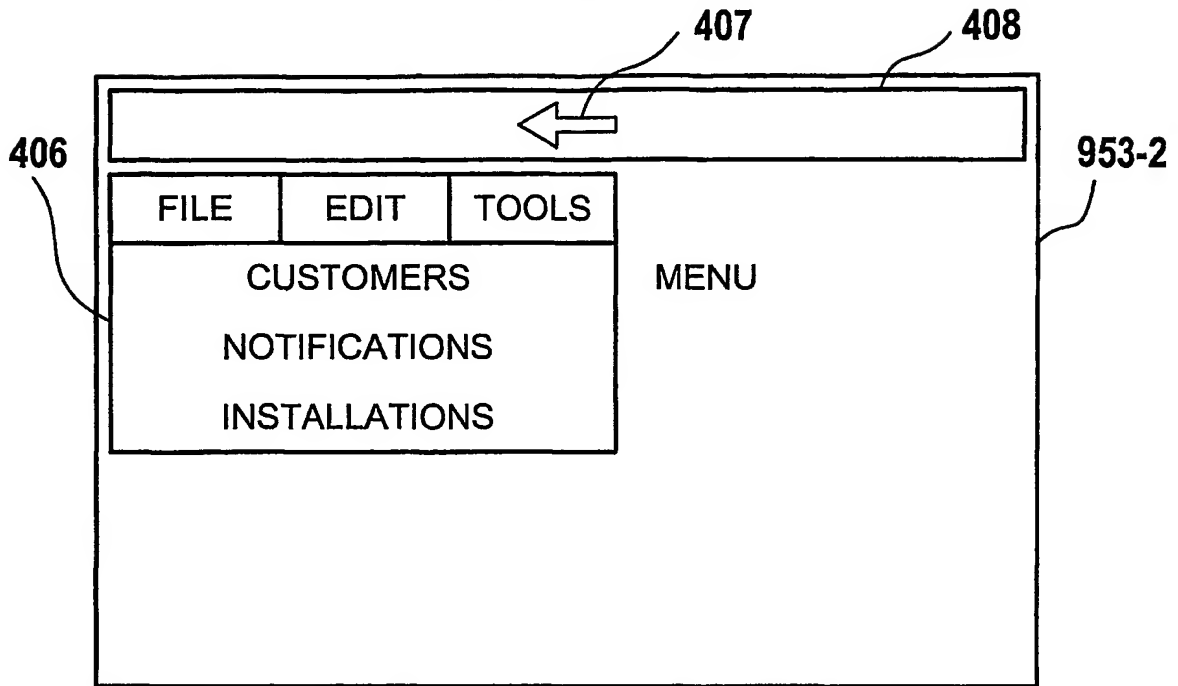


FIG. 18A

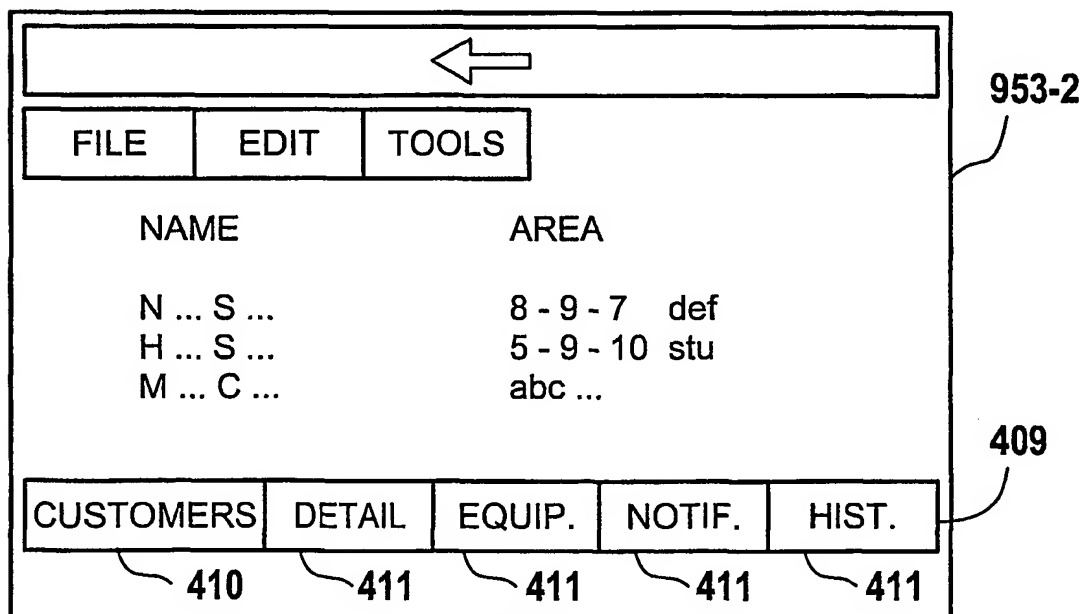


FIG. 18B

19 / 31

953-2

←

FILE EDIT TOOLS

CUSTOMER # 777
NAME N ... S...
abc
def ...

CUSTOMERS DETAIL EQUIP. NOTIF. HIST.

FIG. 18C

953-2

←

FILE EDIT TOOLS

xyz 1234

CUSTOMERS DETAIL EQUIP. NOTIF. HIST.

FIG. 18D

20 / 31

FIG. 18E shows a user interface window 953-2. The window has a title bar at the top with a left-pointing arrow. Below the title bar is a menu bar with three buttons: "FILE", "EDIT", and "TOOLS". The main area of the window contains a table with two columns: "DATE" and "DESCRIPTION". Below the column headers, there are three dots in each column, indicating a list of data. At the bottom of the window is a horizontal bar with five buttons: "CUSTOMERS", "DETAIL", "EQUIP.", "NOTIF." (which is shaded with diagonal lines), and "HIST.".

FIG. 18E

FIG. 18F shows a user interface window 953-2. The window has a title bar at the top with a left-pointing arrow. Below the title bar is a menu bar with three buttons: "FILE", "EDIT", and "TOOLS". The main area of the window contains a list of text: "REQUEST", "CUSTOMER", and "EQUIPMENT". At the bottom of the window is a horizontal bar with four buttons: "CUSTOMERS", "DETAIL", "EQUIP.", and "REPORT".

FIG. 18F

21 / 31

416 CUSTOMER LIST

FILE EDIT TOOLS				
CUSTOMERS NOTIFICATIONS INSTALLATIONS	<u>ID</u>	<u>NAME</u>	<u>AREA</u>	<u>ADDRESS</u>
	415			412
	1234 777	abcd efg	xyz stu	mno klm
	<u>MODEL</u>	<u>ID</u>	<u>DATE</u>	<u>DESCRIPTION</u>
	414			413

953-3

FIG. 19A

FILE EDIT TOOLS				
CUSTOMERS NOTIFICATIONS INSTALLATIONS	415		<u>CUSTOMER</u>	<u>DETAIL</u>
			412	418
			1234 abcd	
	<u>MODEL</u>	<u>ID</u>	<u>DATE</u>	<u>DESCRIPTION</u>
	414			413

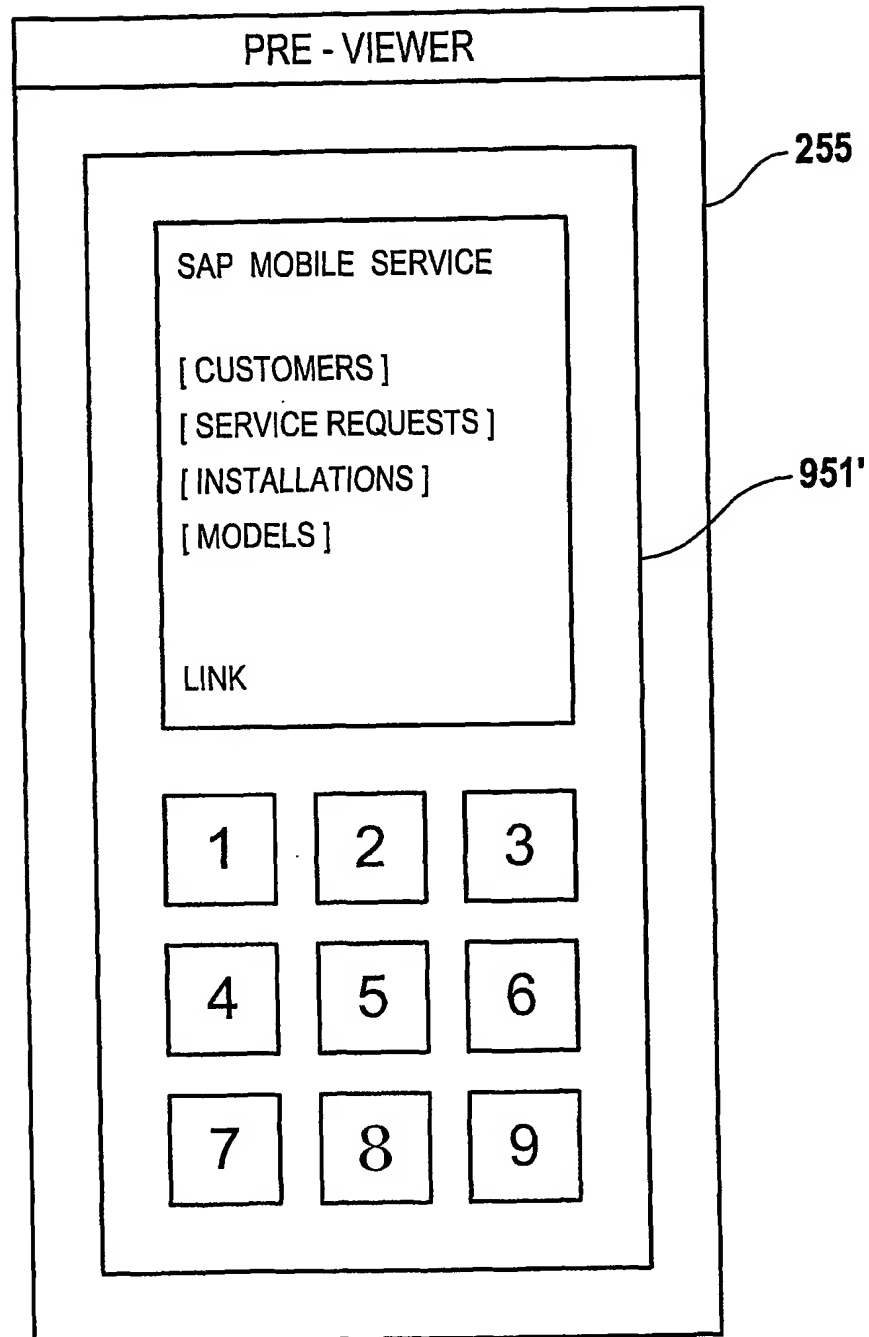
953-3

FIG. 19B

FILE EDIT TOOLS				
CUSTOMERS NOTIFICATIONS INSTALLATIONS	415		412	
	<u>DESCRIPTION</u>			
	414		413	

953-3

FIG. 19C

22 / 31**FIG. 20A**

23 / 31

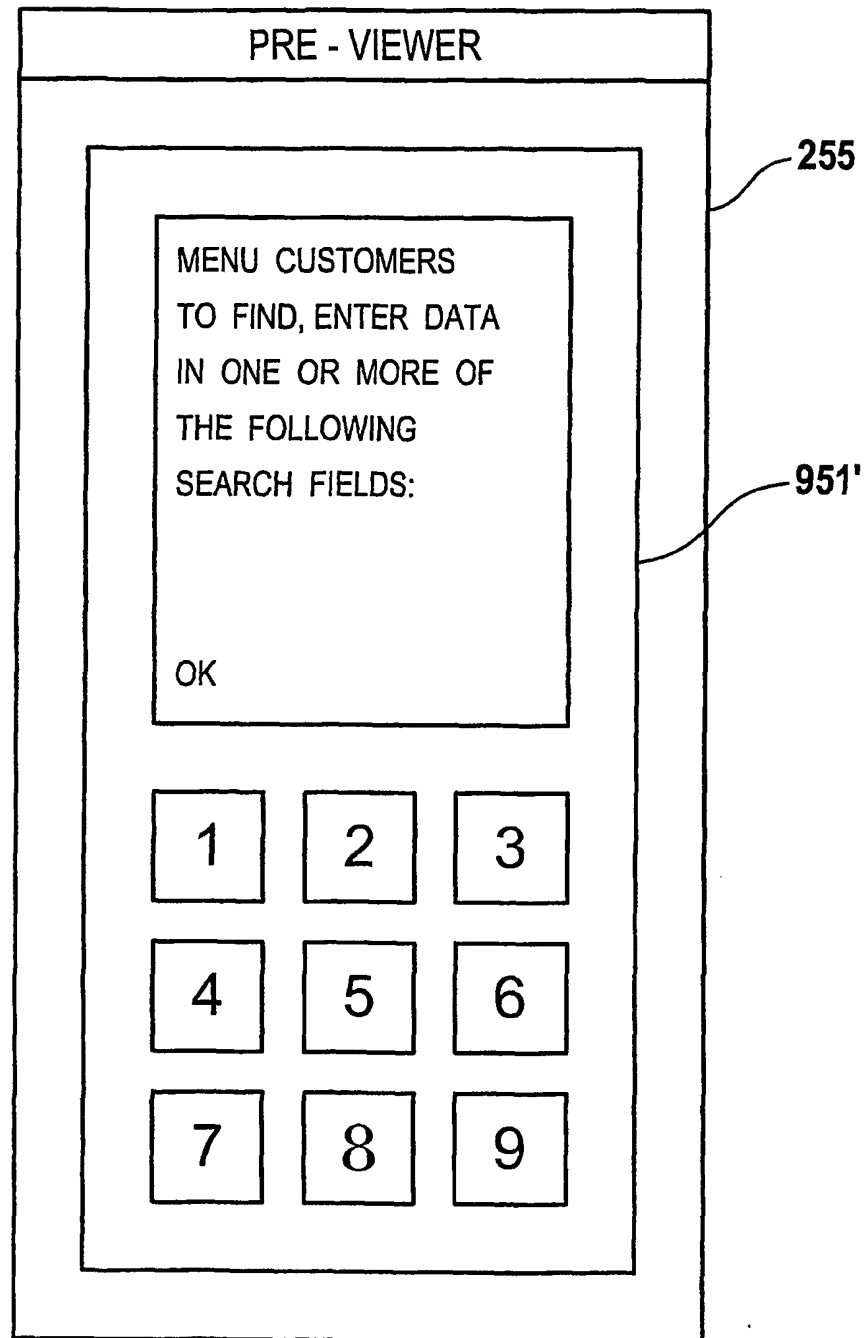


FIG. 20B

24 / 31

PRE - VIEWER

SEARCH CUSTOMERS:

NAME
ABC

OK ALPHA

1	2	3
4	5	6
7	8	9

255

951'

FIG. 20C

25 / 31

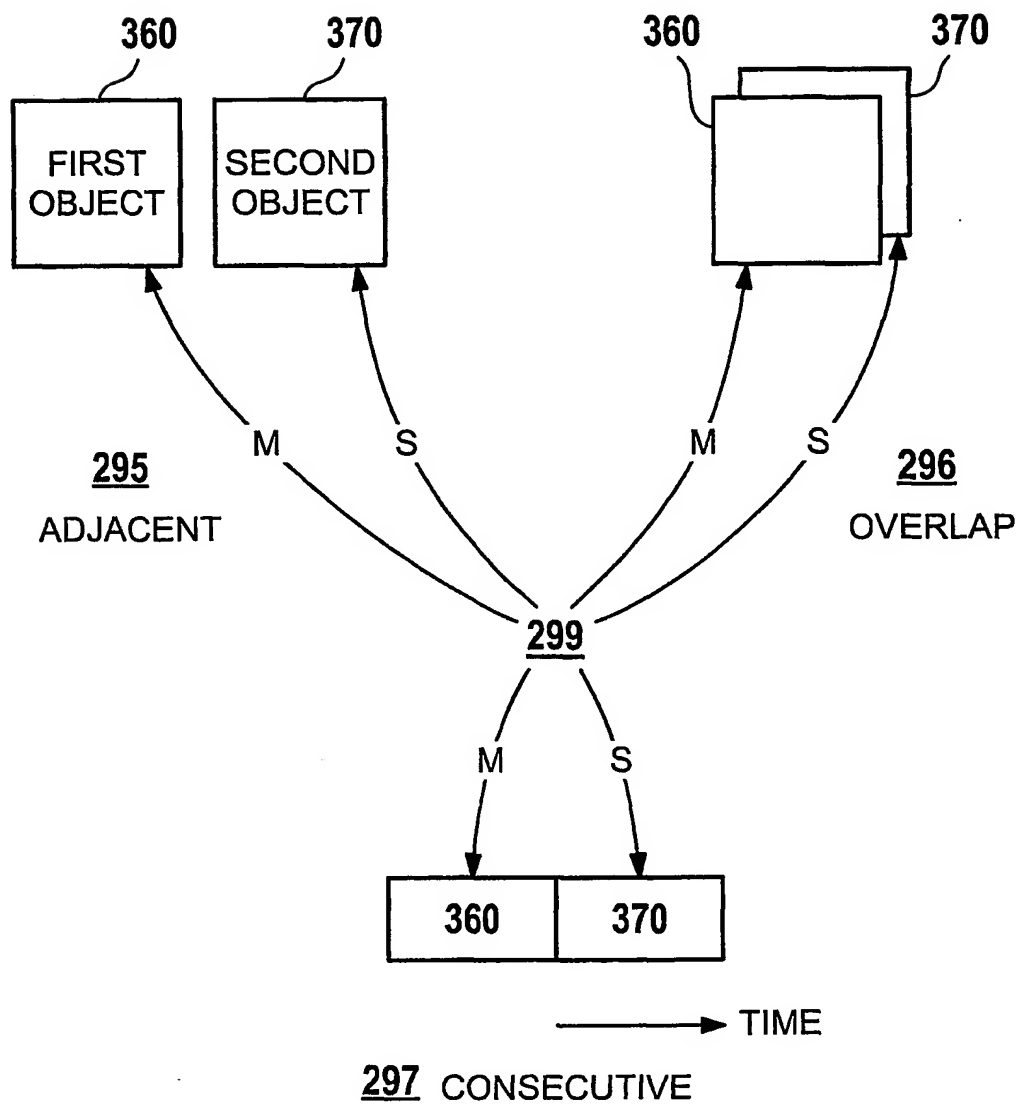


FIG. 21

26 / 31

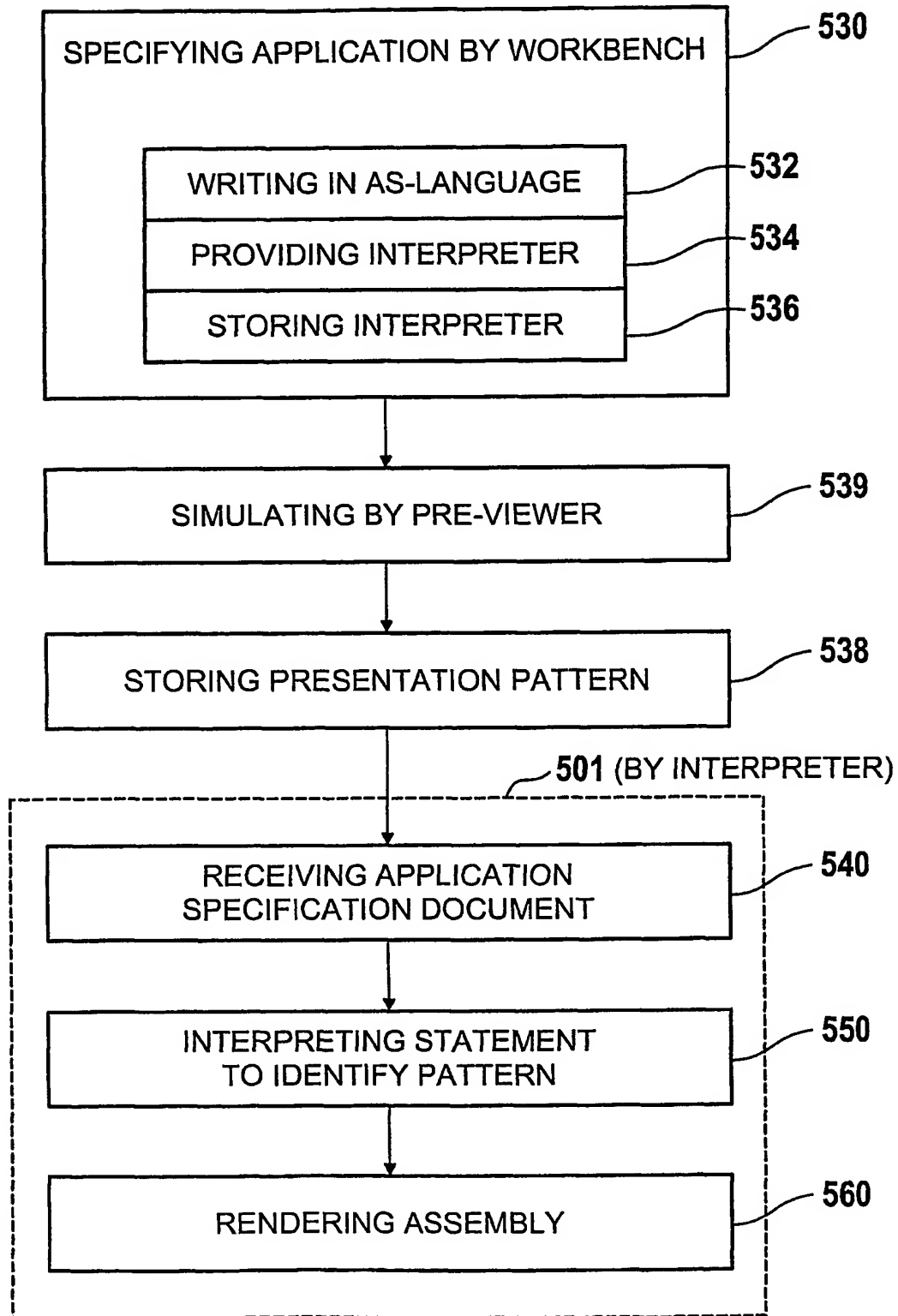


FIG. 22

500

27 / 31

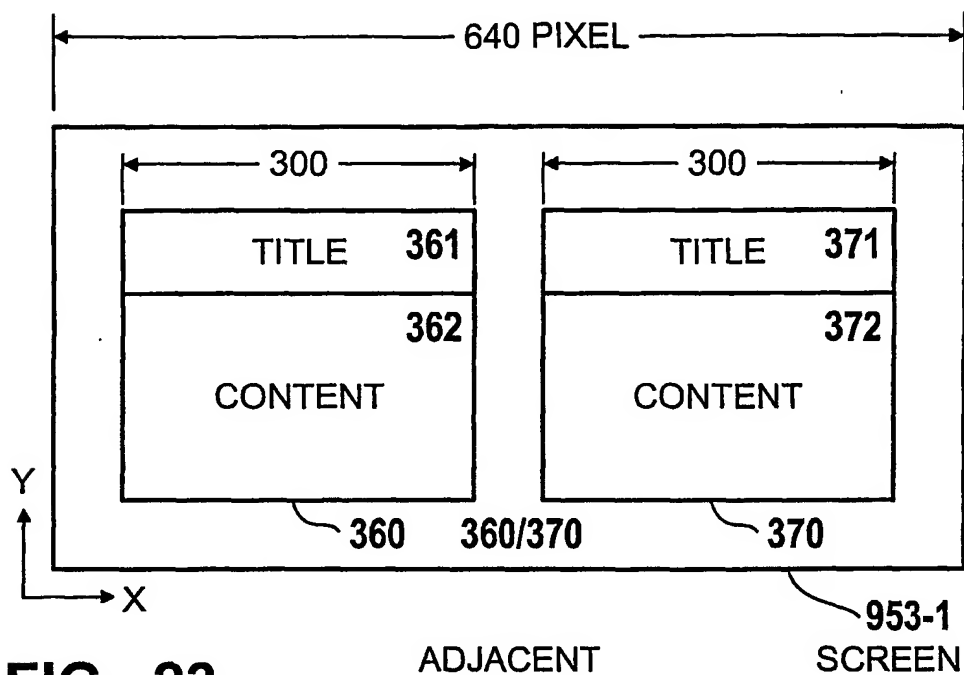


FIG. 23

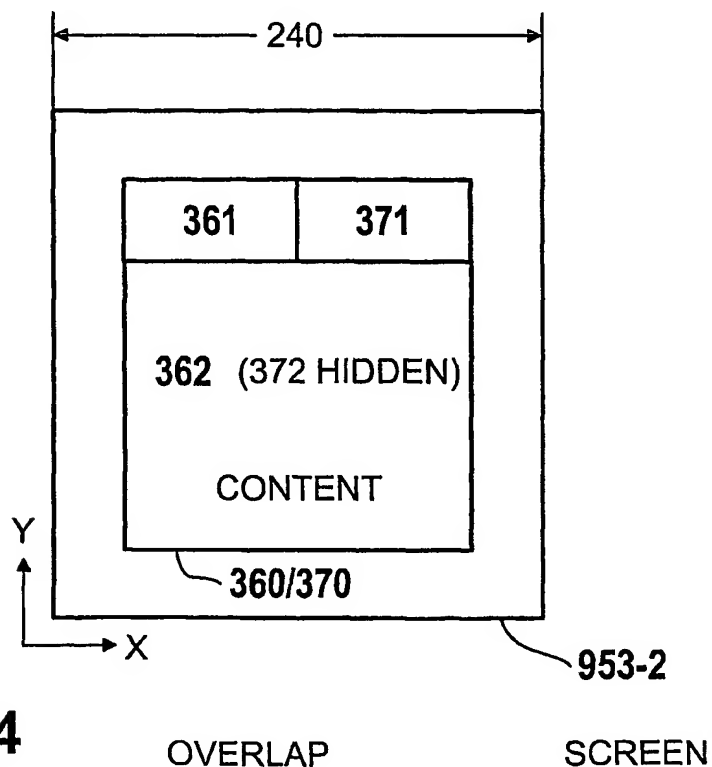


FIG. 24

28 / 31







- (1)  Welcome to the telephony sales force automation system. Please select an item from the main menu. They are customers, contacts and activities.
- (2)  Contacts
- (3)  The selected item is contacts.
- (4)  Search item with F
- (5)  There is one item. Item 1 ... of The overview of the selected contact is as follows: The contact name is F... . The email address is F... @com. What would you like to do now? You can obtain information about the contact history for this contact. You can also obtain more information about this contact. Alternatively, you can go back to the main menu, or ask for repeating what you just heard.
- (6)  Check the contact detail.

FIG. 25

29 / 31

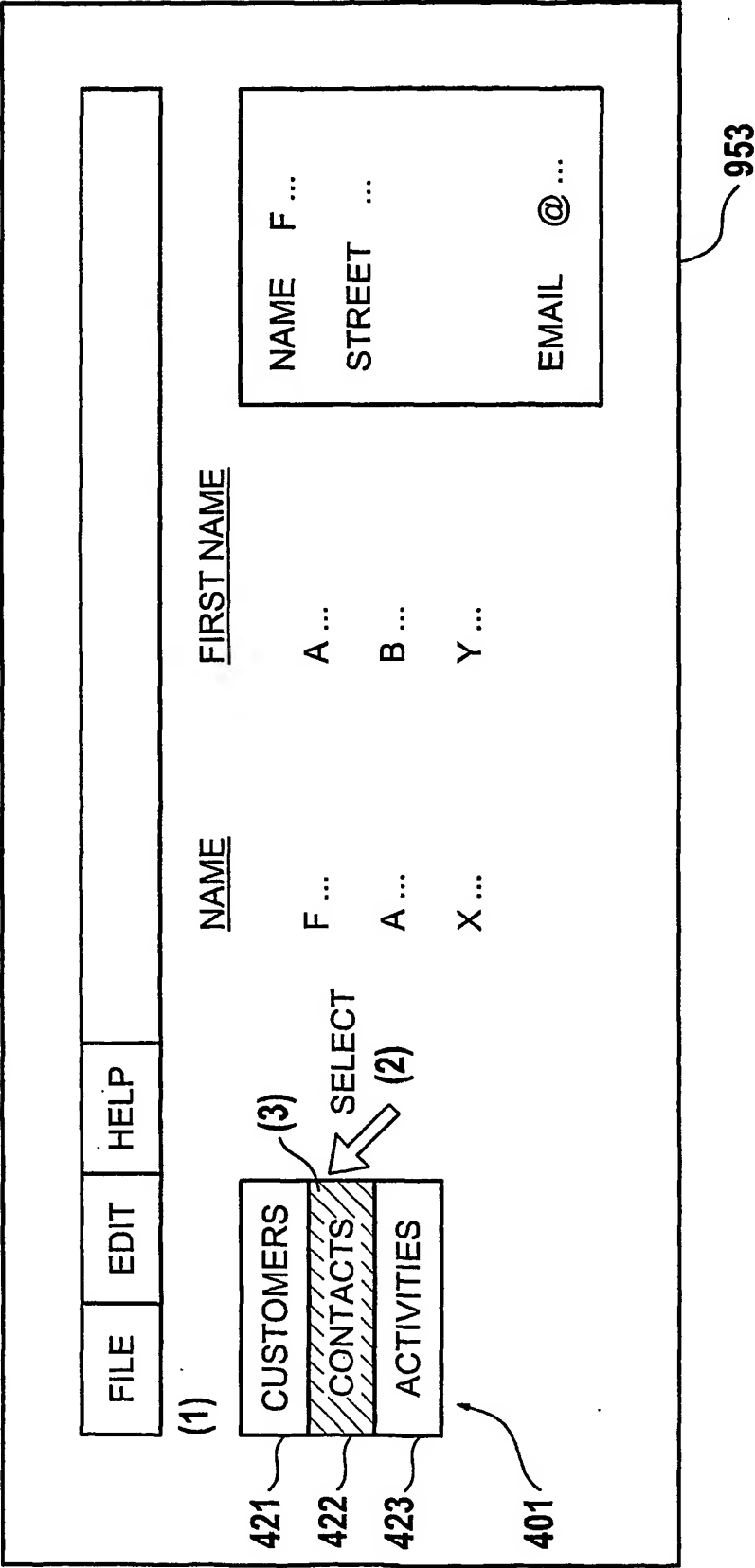


FIG. 26

30 / 31

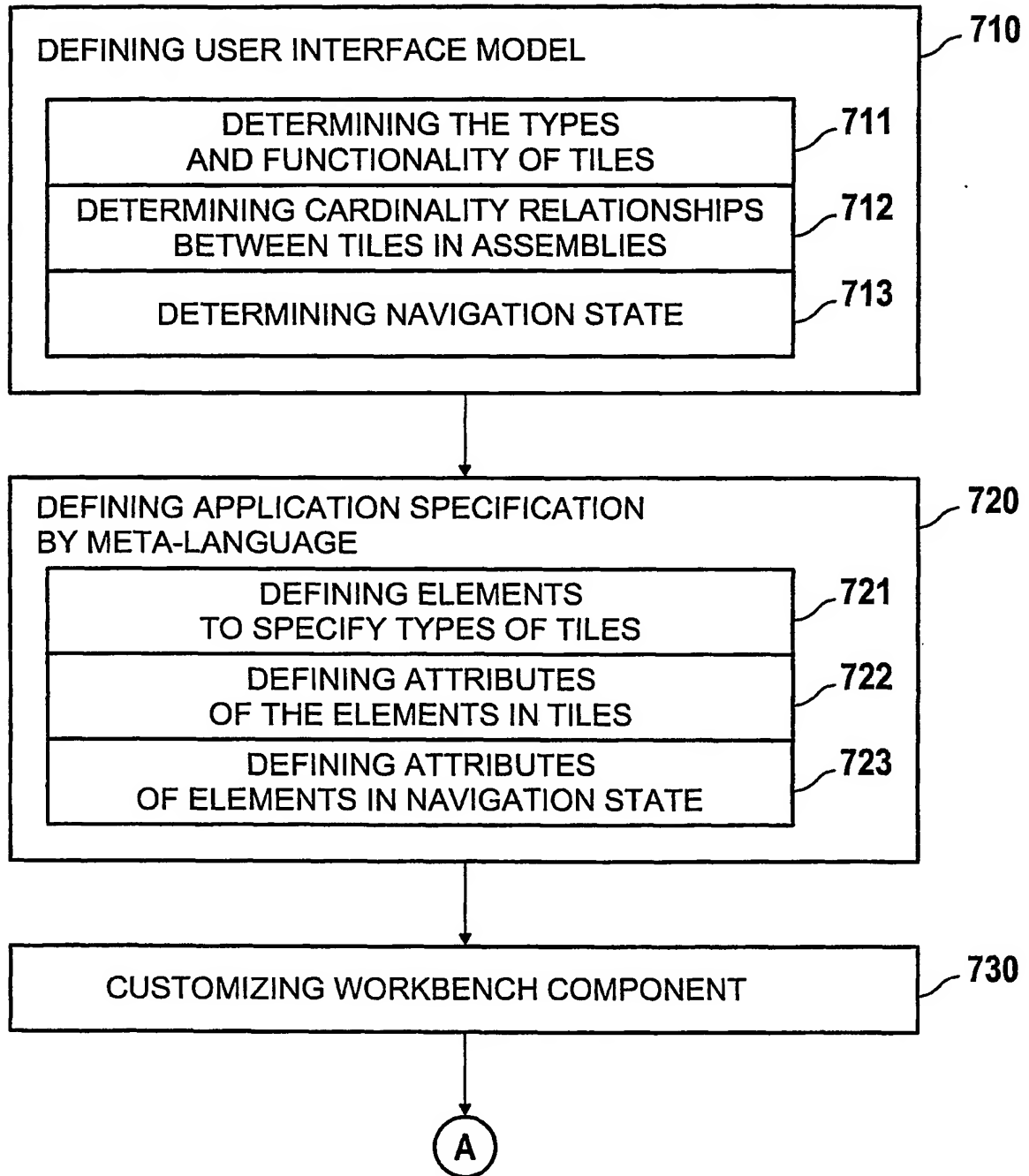
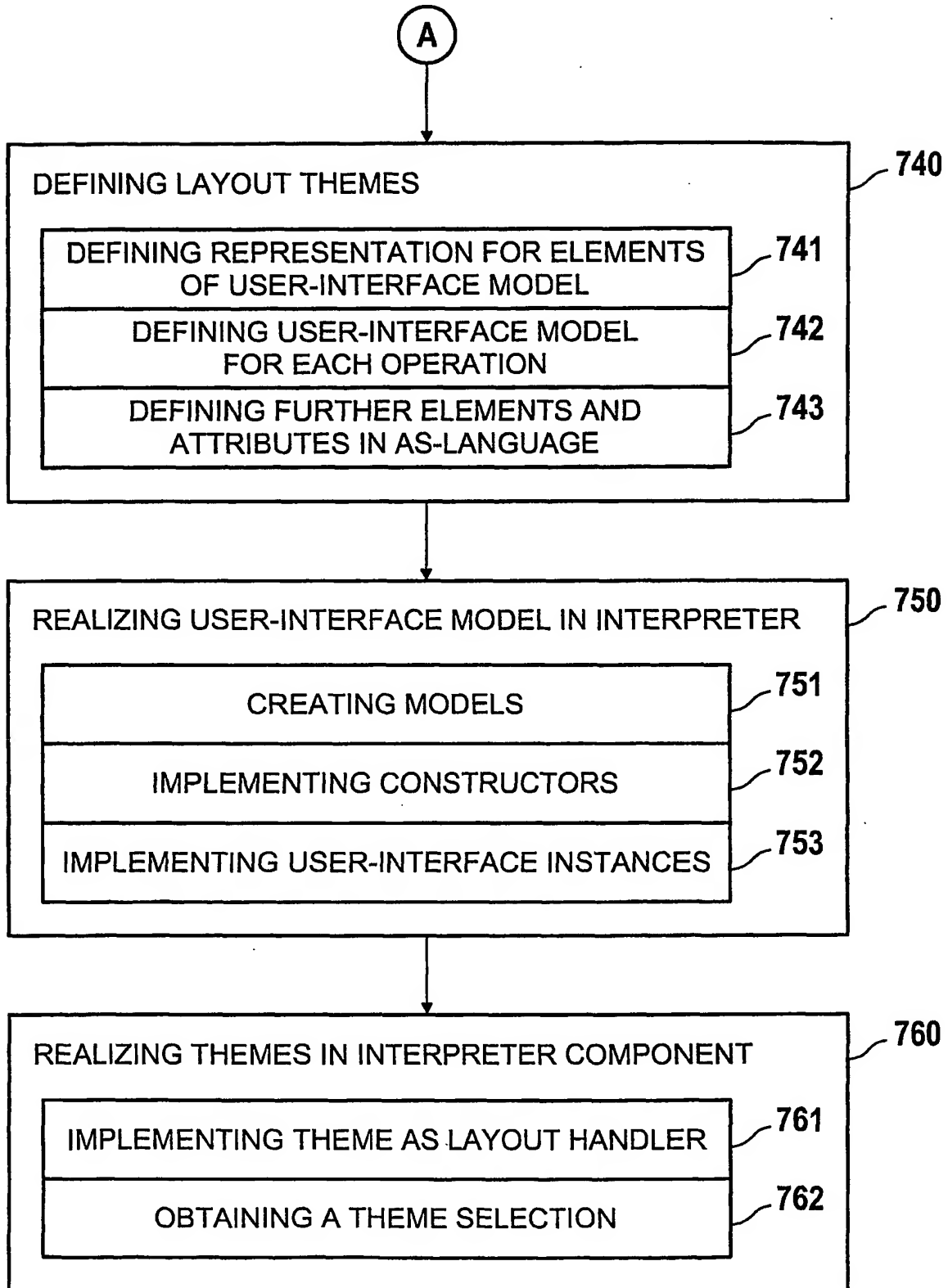


FIG. 27

700

31 / 31**FIG. 28**